Resident Assistant (RA) Position Description
This position is an academic year assignment, approximately 20-hours per week, reporting directly to a full-time Residence Hall Director (RHD) and/or a part-time Graduate Assistant Residence Hall Director (GARHD).

Knowledge & Skills:
- Effective written and oral communication skills
- Demonstrated event planning skills
- Understanding of and commitment to a multicultural/diverse campus community
- Ability to work independently and meet multiple task deadlines
- Developed time management and organizational skills
- Ability to establish and maintain effective student and staff relationships
- Positive attitude and commitment to helping others
- Willingness to grow and learn
- Awareness of and commitment to the mission of Housing and Residence Life and Northern Arizona University

Qualifications & Requirements:
- At time of application, have at least a 2.5 or higher cumulative grade point average (GPA). If offered an RA position or alternate RA status, you must maintain a 2.5 semester and cumulative GPA to remain eligible for the position.
- Have completed at least 24 credit hours (from NAU or another institution) by the end of the spring 2018 semester.
- Have lived in a residence hall for at least one semester (at NAU or another institution) by the end of the spring 2018 semester.
- Be enrolled as a full-time student (12 credit hours for undergraduate students or 9 credit hours for graduate students) during the fall 2018 and spring 2019 semesters in order to remain eligible for the RA position. CCC2NAU enrollment does not meet this requirement.
- You are applying for the full 2018-2019 academic year; only one semester of employment is not an option.
- You will be expected to return to campus for training and opening preparations/tasks in August, several weeks before classes begin.
- You must currently be a student enrolled in Northern Arizona University classes and attending classes on the Flagstaff Mountain campus as of spring 2018.
- The RA position allows limited outside employment and involvement hours:

<table>
<thead>
<tr>
<th>Combination #1</th>
<th>Internship/Practicum</th>
<th>Paid Employment</th>
<th>Clubs &amp; Organizations</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combination #2</td>
<td>0 Hours</td>
<td>Up to 5 Hours</td>
<td>Up to 5 Hours</td>
<td>10 Hours</td>
</tr>
<tr>
<td>Combination #3</td>
<td>0 Hours</td>
<td>0 Hours</td>
<td>Up to 10 Hours</td>
<td>10 Hours</td>
</tr>
</tbody>
</table>

Travel time must be factored into your outside weekly commitments

- RA Staff Meetings will be held each Wednesday during the academic year from 7:00 p.m. – 9:00 p.m. These meetings will be a combination of In-Hall staff meetings and All RA staff meetings. You must be able to attend these weekly meetings in order to serve in the RA position.
- Your financial aid package can be affected if hired as an RA, and it is your responsibility to contact the Office of Scholarships and Financial Aid to learn how your financial aid might be impacted.
- Applicants must be in good standing with the University. Those currently sanctioned with University and/or Contract Probation through Housing and Residence Life and/or the Office of Student Life are ineligible for consideration.
- If hired as an RA or accepted as an alternate RA, you must complete EPS 406 (2 credit hour, RA pre-service class) with a "C" or better during the spring 2018 semester on the Flagstaff Mountain campus.

General Responsibilities:
An RA is a trained peer and role model who leads those living in a residence hall or apartment community on the NAU campus. An RA has many roles and responsibilities, including, but not limited to, building a residential community through programming, acting as a peer mentor for students, being a familiar first resource for students with academic or institutional questions, and enforcing Housing and
Residence Life policies as well as the Student Code of Conduct. RAs go through a rigorous training process. An RA must balance their own schedule and priorities with the needs of the position and of the students they are supporting. Above all, an RA must be an example and uphold professional and personal accountability as outlined in the Housing and Residence Life RA Agreement.

Specific Responsibilities:

Student Interaction
- Get to know residents and build rapport
- Be available and a visible presence to residents; spend adequate time on residence hall floor/wing, and regularly interact with the hall/floor community. (RHD/GARHD will determine specific time considerations)
- Be approachable and accessible to residents
- Encourage residents to become involved on the floor, in the hall, and/or on campus
- Balance RA role and responsibilities with personal relationships with residents
- Model appropriate behavior
- Support residents’ academic work
- Assess residents’ needs and connect them with campus resources
- Make appropriate referrals of all individuals with problems beyond the RA’s capacity of handling
- Serve as a role model for residents and other staff; this includes upholding laws, policies, and procedures of the State of Arizona, NAU, and Housing and Residence Life

Community Building
- Assist residents with getting to know each other and help foster relationships amongst them
- Create an inclusive and welcoming environment for residents; be aware of current events and issues that may impact residents; support the HRL Commitment to Inclusive Communities through actions amongst residents and staff
- Promote an academically supportive environment
- Encourage residents to respect the rights of others and to approach one another with concerns
- Confront behaviors that may be in violation of university policy
- Mediate conflicts and assist residents with conflict resolution
- Assess students’ needs and plan/implement events accordingly
- Encourage residents to organize activities and be an active participant of the community
- Conduct floor/area meetings with residents on a regular basis to discuss floor items, to provide information about hall policies/closing/reapplication and to answer questions
- Participate in and support HRL Signature Events and NAU campus-wide programs
- Implement and meet the expectations of the HRL Model of Development and Learning (MoDL) and any community requirements and expectations from the RHD/GARHD

Administrative Responsibilities
- Complete job tasks and assignments thoroughly, appropriately, and in a timely manner
- Be punctual and prepared for training sessions, staff meetings, and one-on-one meetings
- Develop and employ appropriate time management and organizational skills
- Follow through with duties and expectations at the front desk during assigned weekly 6-hours
- Carry out on-call responsibilities, including scheduled coverage of weekdays, weekends, and holidays
- Check common spaces and public areas of assigned floor/area regularly to report maintenance needs
- Assist with resident check-ins/outs, room inspections, key distribution and collection, and associated paperwork
- Post all approved information/announcements/flyers and remove materials in a timely manner
- Know and use emergency procedures and communicate all emergencies to the RHD/GARHD
- Write information reports clearly, in third-person, and submit in a timely manner
- Assist with departmental processes including hall opening and closing, roommate agreements, RA selection, housing reapplication, departmental surveys, and other tasks scheduled with advance notice
- Assume other responsibilities as designated by the RHD/GARHD

Relationships with Staff
- Be an approachable and accessible resource for staff members
- Take initiative to develop and maintain positive and collaborative staff relationships; contribute to the team and share the work
- Be a helpful resource
- Role model ethical work habits
- Attend weekly In-Hall staff or All RA staff meetings held on Wednesday nights from 7:00 p.m. – 9:00 p.m.
- Communicate respectfully while sharing and receiving feedback
- Communicate regularly with supervisor(s)
Other

- RAs must attend and actively participate in all regularly scheduled training sessions, one-on-one meetings, In-Hall and All RA staff, etc. as arranged by their RHD/GARHD and/or other Housing and Residence Life staff. RAs are expected to attend scheduled workshops and in-service programs as required. August and January training periods require RAs to return to campus in advance of the official opening of the residence halls.
- RAs must stay on campus at least two weekends a month. Exceptions must be approved in advance by the RHD/GARHD.

Terms of Employment:

- **Enrollment:** Must currently be a student enrolled in Northern Arizona University classes and attending classes on the Flagstaff Mountain campus. If hired or accepted as an alternate RA, employment is contingent on successful completion of EPS 406 (2 credit hour, RA pre-service class) with a “C” or better.
- **Outside employment/involvement:** Must not be involved in either student teaching or full time internships (they are too demanding on your time and trying to do both will not help you succeed in your capstone academic experience). Outside activities are limited to 10 hours a week (clubs, organizations, etc.) or five hours a week for outside employment (with approval from supervisor). You must be able to attend weekly RA Staff Meetings on Wednesday nights from 7:00 p.m. – 9:00 p.m. in order to hold the RA position.
- **Period of employment:** Depending on assignment, employment begins approximately mid-August and runs through the end of the spring semester of the same academic year. The following communities typically remain open during the Winter Break: Campus Heights, Courtyards, Gabaldon, McKay Village, Pine Ridge Village, and South Village. Staff assigned to these communities are required to provide on-call coverage. Additional winter downtime employment may be available to RAs from other communities. All communities remain open and staffed during Thanksgiving and Spring Breaks.
- **Work Hours:** Will work approximately 20-hours per week including evening and weekend commitments as well as assigned on-call hours. RAs are expected to be available for the following events and departmental processes: Fall and Spring Hall Opening & Closing, Labor Day weekend, Homecoming, Family Weekend, and Martin Luther King Jr. weekend, as well as during RA selection interview days.
- **Remuneration:** Housing and Residence Life compensates each RA with a room; single in traditional halls or apartment style communities, single with suitmates in suite style halls, and a double in apartment-style courtyard halls. RAs will select a meal plan option as part of their employment. RAs will be paid per hour for their required 6 weekly hours at the front desk beginning when academic year desk operations begin. Staff working Thanksgiving and/or Spring Break will receive a meal card for all 24-hour on-call shifts worked, based on university dining facility availability. Winter Downtime staff will receive a meal card for all 24-hour on-call shifts and will be paid per hour for all desk shifts worked. **Please note that your financial aid package can be affected if hired, and it is your responsibility to contact the Office of Scholarships and Financial Aid to learn how your aid could be impacted.**
- **Background Checks:** A criminal background investigation, employment history investigation, and a fingerprint check will be performed prior to employment offer. Employment is contingent upon clearance by NAU Human Resources office.
- **Continued Employment & Re-Appointment:** RAs are hired for one academic year. Eligible RAs may re-apply for another year of employment should they desire. Continued employment as an RA is contingent upon fulfilling the responsibilities outlined in the RA Agreement and satisfactory performance on a Performance Evaluation as determined by the RHD/GARHD.
- **Unemployment Compensation/Leave:** Student employment positions are not considered permanent employment, therefore, are not eligible for unemployment compensation benefits upon discontinuation of employment. Student employees are not eligible to receive paid vacation, sick leave, holiday leave, life or medical insurance programs, retirement benefits, or payment of hours worked due to an official University closure.

*Updated October 2017
Subject to change before August 2018*